

3C: Paratransit Operating Procedures

3.C.8 Will Call Trips

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DEFINITION

A “Will Call” is defined as a return trip made at the request of the SCAT client who misses his pick up due to reasons beyond his control. Beyond the client’s control includes, but is not limited to:

- 1) the client is sick and unable to travel at scheduled time;
- 2) the client’s mobility aid failed and is unable to travel at scheduled time;
- 3) a sudden family emergency caused the client to change plans and the emergency did not allow the client time to notify SCAT of this change;
- 4) the vehicle arrived at the pickup location early and the client was not ready, the vehicle arrived late and the client has left to call “Where’s my Ride”, or the client made other arrangements after the vehicle arrived outside the pick-up window;
- 5) missed trips caused by SCAT scheduling errors; or
- 6) the client or caretaker has made a reasonable effort to notify SCAT that service would be needed but experienced an unreasonable delay on the telephone.
- 7) medical emergencies due to the client’s disability, and
- 8) extended appointment times.

The Greensboro Transit Authority will make every effort to accommodate such requests within a reasonable time period based on vehicle availability; however there is no guarantee that the vehicle will return within the hour.

If a client misses a trip that is determined *was* within his control and the trip originates at his residence, SCAT will not honor the “Will Call” trip and the trip will be marked as a no-show (refer to no-show/late cancellation policy for standing order trips.). In this

incidence, the SCAT client will be responsible for cancelling any remaining trips impacted by the missed trip. If the affected trips are not cancelled, the client will be issued a no-show for both trips. If the missed trip is a general purpose trip, the SCAT client will be issued a warning letter.

Dialysis Trips

When the dialysis center recognizes that the SCAT client will not be ready for his return trip by the scheduled pick up time, the dialysis center must immediately call the SCAT office at 333-6589 to notify GTA personnel that the client is running behind schedule and provide an approximate ready time for the client. The dispatcher will then direct the driver to re-route the vehicle if necessary.

Once the client's treatment is complete, the dialysis center will call the SCAT office again and advise that the client is ready to be picked up. The dispatch will advise the dialysis center of an approximate arrival time. The SCAT office will dispatch the next available vehicle out to the dialysis center for the client(s).

Non-Emergency Dialysis Trips to Medical Facilities

For non-emergency dialysis trips for dialysis clients requesting to be transported to the hospital from the dialysis center, the SCAT vehicle will return for the client at his or her scheduled pick up time to take him to his destination. Depending upon the nature of the request, SCAT will make every attempt to return for the client within a reasonable period if an earlier pickup is needed. For medical emergencies, dialysis centers are directed to call 911.

Employment, Religious, Education, General Purpose and Medical Trips

In the event a SCAT client misses a trip for employment, religious, general purpose, medical or educational purposes, which is determined to be beyond the client's control, SCAT will make every attempt to return to pick up the client within a reasonable time period. The client is asked to call the SCAT office (333-6589) once he determines that he will not be ready within his pick up window so that the SCAT vehicle can be re-routed to pick up or drop off another client if necessary. If it is determined that the missed trip was within the client's control, the return trip will be treated as a same day reservation and the client will be given a no-show for the missed trip (refer to no-show/late cancellation policy).